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| **Support Questions** | **Client 1720 Response** |
| Does Computer Turn on? | Yes |
| Anything on screen? | Yes |
| Computer boots every time? | Yes |
| Does computer beep? | No |
| New part added? | No |
| Do you hear Hard Drive spin up? | No |
| Try another Power IDE cable and slot. Does it work? | Yes |
| Defective power supply or cable | This is the problem |

1. Client Number: 1720
2. Questions Asked and Responses:
   1. Does Computer Turn on? Yes
   2. Anything on screen? Yes
   3. Computer boots every time? Yes
   4. Does computer beep? No
   5. New part added? No
   6. Do you hear Hard Drive spin up? No
   7. Try another Power IDE cable and slot. Does it work? Yes
3. Final Solution: Defective power supply or cable, change the power cable.